

## EXCEPTION REPORT #15

**The testing of Verizon New Jersey (Verizon-NJ) CSR Accuracy by KPMG Consulting has resulted in a 18.2% error rate.**

### Issue

As part of its OSS testing efforts in New Jersey, KPMG Consulting conducted a CSR accuracy test to verify records of features and services of requested provisioning on Resale and UNE-P orders.

KPMG Consulting tested 110 records and associated orders that required switch translations in Verizon end-office switches. The test revealed that 20 of the 110 CSRs were posted incorrectly, resulting in a 18.2% failure rate. KPMG uses a minimum accepted error rate of 5% to evaluate the success or failure of this test. The table below lists each error, the associated order, the associated telephone number (TN) and the reason for the failure.

<b>PON</b>	<b>TN</b>	<b>Failure Reason</b>
005011NN0X000004	6096715254	STILL SHOWS ESX ON CSR
005011NN0X000006	7328312841	STILL SHOWS ESX ON CSR
005011NN0X000009	6096713301	STILL SHOWS ESX ON CSR
005011NN0X000013	6096713309	STILL SHOWS ESX ON CSR
005011NN0X000014	6096713311	STILL SHOWS ESX ON CSR
005011NN0X000015	7328314394	STILL SHOWS ESX ON CSR
005011NN0X010005	7328312839	STILL SHOWS ESX ON CSR
005011NN0X010007	6096713297	STILL SHOWS ESX ON CSR
005011NN0X010018	7328314400	STILL SHOWS ESX ON CSR
006011NN0X000014	7328314301	STILL SHOWS ESX ON CSR
006011NN0X010003	6096715103	STILL SHOWS ESX ON CSR
006011NN0X010004	6096715105	STILL SHOWS ESX ON CSR
006021NN0X010001	6096715115	STILL SHOWS ESX ON CSR
006031NN0X000002	6096715077	STILL SHOWS ESX ON CSR
006031NN0X000003	6096715079	STILL SHOWS ESX ON CSR
006031NN0X020006	6096715085	STILL SHOWS ESX ON CSR
007011NN0X010004	7328312680	STILL SHOWS ESX ON CSR
011071NN0X000002	6098832265	STILL SHOWS OLD ON CSR
011071NN0X000003	6096739328	STILL SHOWS OLD ON CSR
011111NN0X000002	7325731264	STILL SHOWS OLD ON CSR

*This exception report is for discussion purposes only and is subject to change without notice.*

## **Assessment**

Findings from this test indicate that Verizon is not meeting required minimum standards of accuracy for updated CSRs, resulting in damage to the CLEC-customer relationship due to unmet customer expectations. CLECs cannot expect to satisfy and maintain customers when resale and UNE-P CSRs have a 18.2% error rate, far in excess of the 5% error rate allowed.